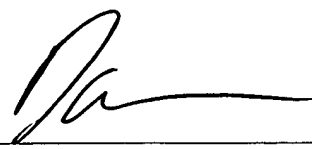
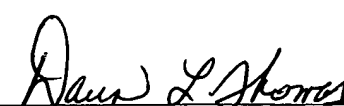
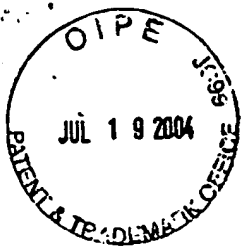


2662\$

AMENDMENT TRANSMITTAL LETTER (Large Entity)					Docket No. NRT.0075US (12744RRUS01U)	
Applicant(s): Tammy S. Dore et al.						
Application No. 09/713,888	Filing Date November 10, 2000	JUL 9 2004	Examiner Thai D. Hoang	Customer No. 21906	Group Art Unit 2662	Confirmation No. 9420
Invention: Collecting Information Before A Call						
RECEIVED						
<u>COMMISSIONER FOR PATENTS:</u>				JUL 23 2004		
Transmitted herewith is an amendment in the above-identified application.				Technology Center 2600		
The fee has been calculated and is transmitted as shown below.						
CLAIMS AS AMENDED						
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE	
TOTAL CLAIMS	46 -	45 =	1 x	\$18.00	\$18.00	
INDEP. CLAIMS	5 -	5 =	0 x	\$86.00	\$0.00	
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00	
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$18.00	
<div><input type="checkbox"/> No additional fee is required for amendment.</div> <div><input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____</div> <div><input checked="" type="checkbox"/> A check in the amount of \$18.00 to cover the filing fee is enclosed.</div> <div><input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 20-1504(nrt0075)<div><input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16.</div><div><input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17.</div></div>						
<div> _____ Signature</div>			Dated: July 14, 2004			
Dan C. Hu Reg. No. 40,025 TROP, PRUNER & HU, P.C. 8554 Katy Freeway Suite 100 Houston, Texas 77024				<div>I certify that this document and fee is being deposited on 07/14/2004 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.</div> <div> _____ Signature of Person Mailing Correspondence</div> <div>Dawn L. Thomas _____ Typed or Printed Name of Person Mailing Correspondence</div>		
cc:						



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Tammy S. Dore et al.	§	Group Art Unit:	2662
Serial No.:	09/713,888	§		
Filed:	November 16, 2000	§	Examiner:	Thai D. Hoang
For:	Collecting Information Before A Call	§	Atty. Dkt. No.:	NRT.0075US (12744RRUS01U)

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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JUL 23 2004

Technology Center 2600

REPLY TO OFFICE ACTION MAILED APRIL 14, 2004

Dear Sir:

In response to the Office Action of April 14, 2004, please amend the above-identified application as follows:

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims begin on page 3 of this paper.

Remarks/Arguments begin on page 10 of this paper.

07/21/2004 AWONDAF1 00000092 09713888

01 FC:1202

18.00 OP

Date of Deposit: July 14, 2004
I hereby certify under 37 CFR 1.5(a) that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage on the date indicated above and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313.
Dawn L. Thomas
Dawn L. Thomas